

3-TIER SYSTEM

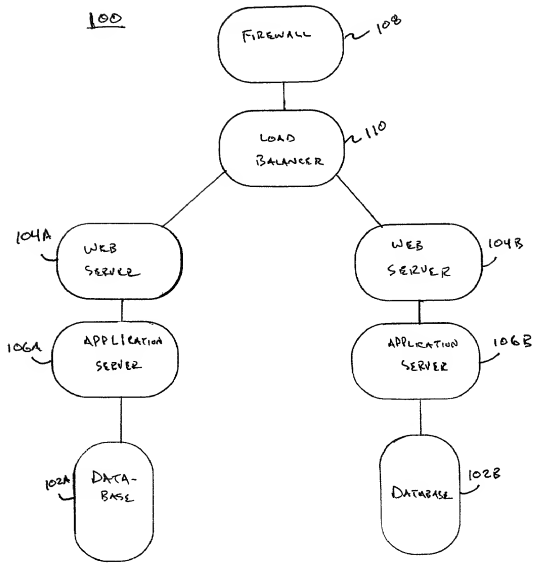


FIGURE 1

09766643-013301

200

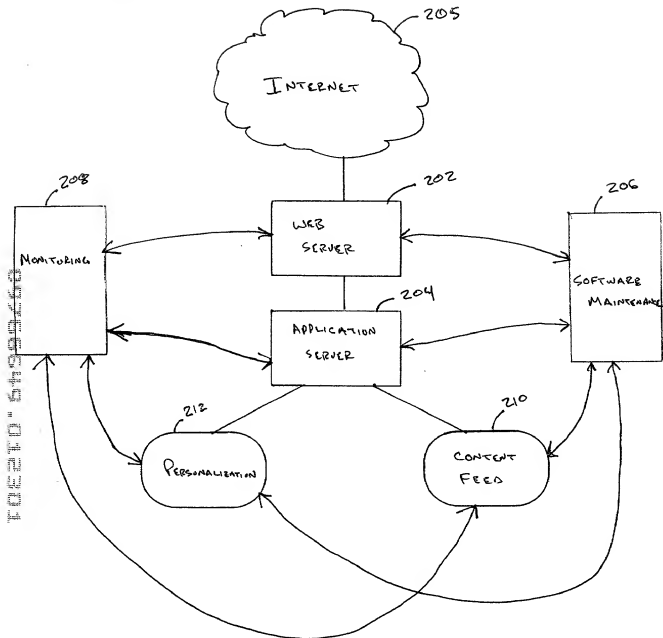


FIGURE 2

300

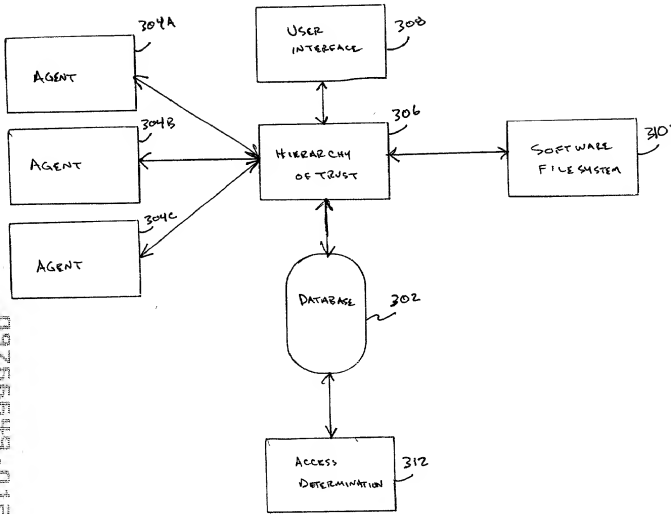


FIGURE 3

CUSTOMER ROLE PACKAGE

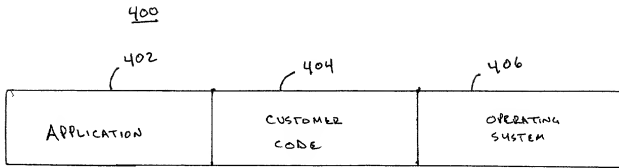


FIGURE 4

ROLE-CENTRIC MODEL

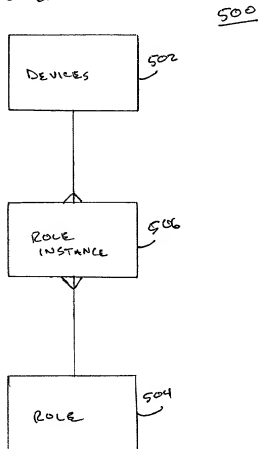


FIGURE 5

SERVICE-CENTRIC MODEL

600

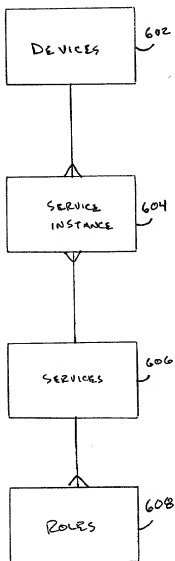


FIGURE 6

09766649.012301

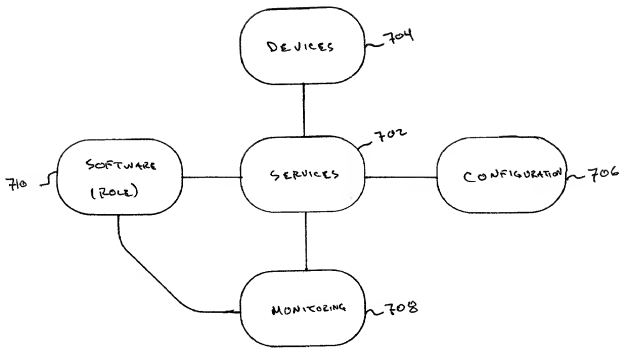


FIGURE 7

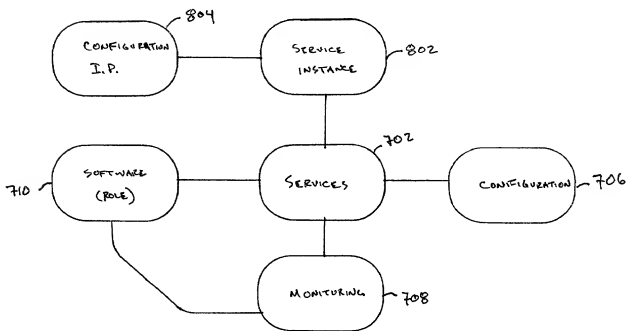


FIGURE 8

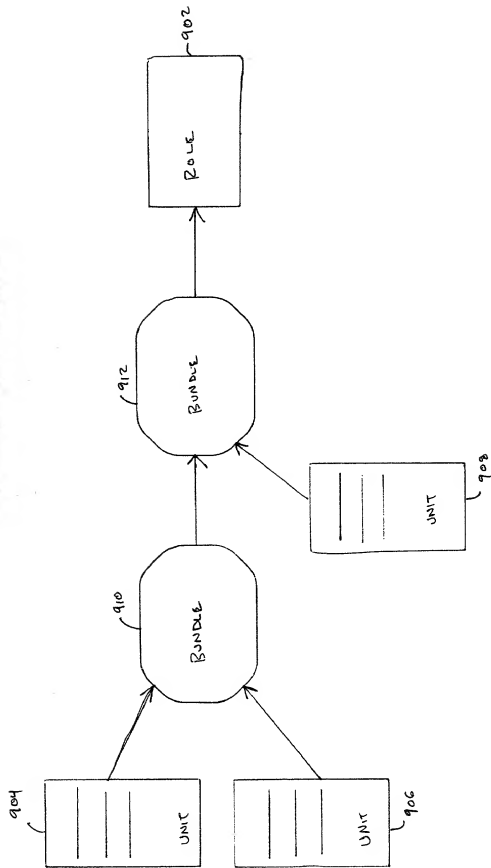


FIGURE 9

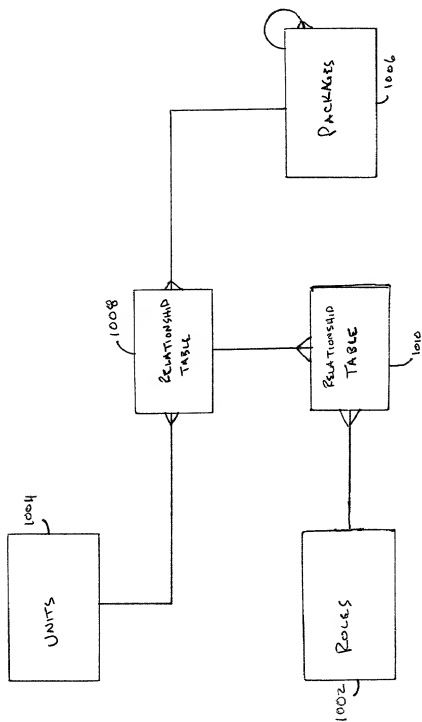


FIGURE 10

1100

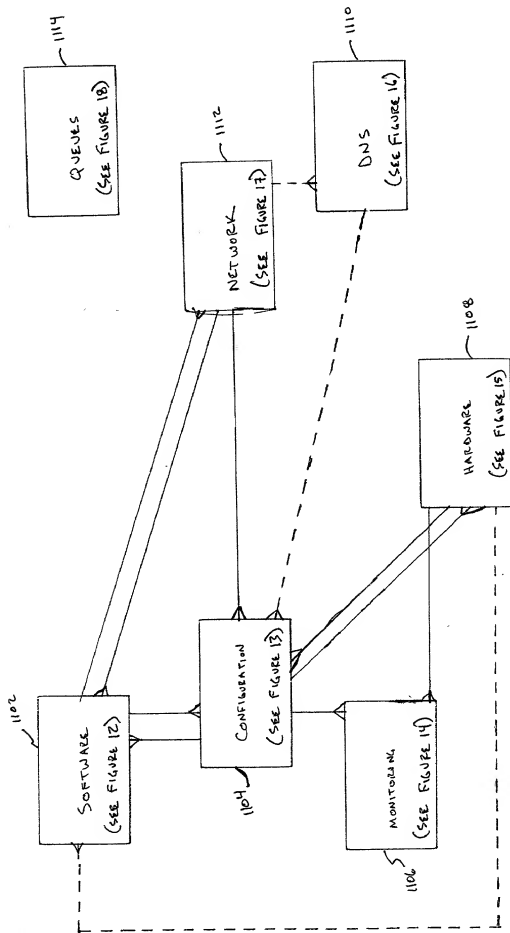


FIGURE 11

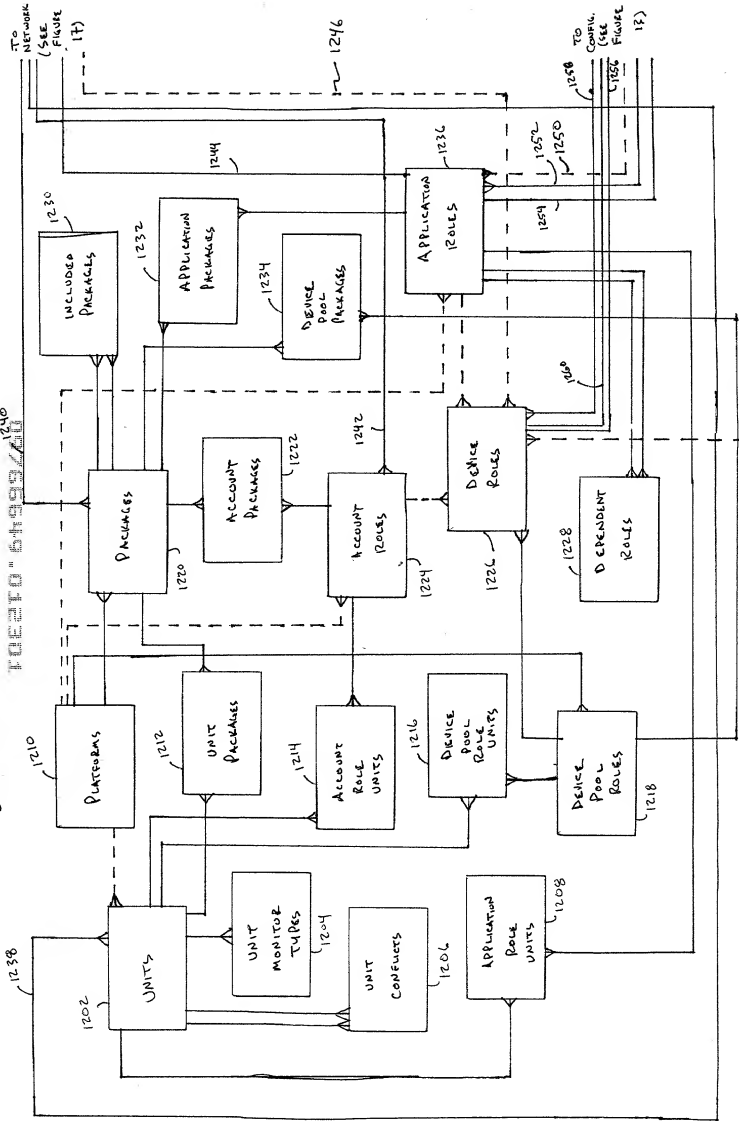


FIGURE 12

TO HARDWARE
(SEE FIGURE 15)

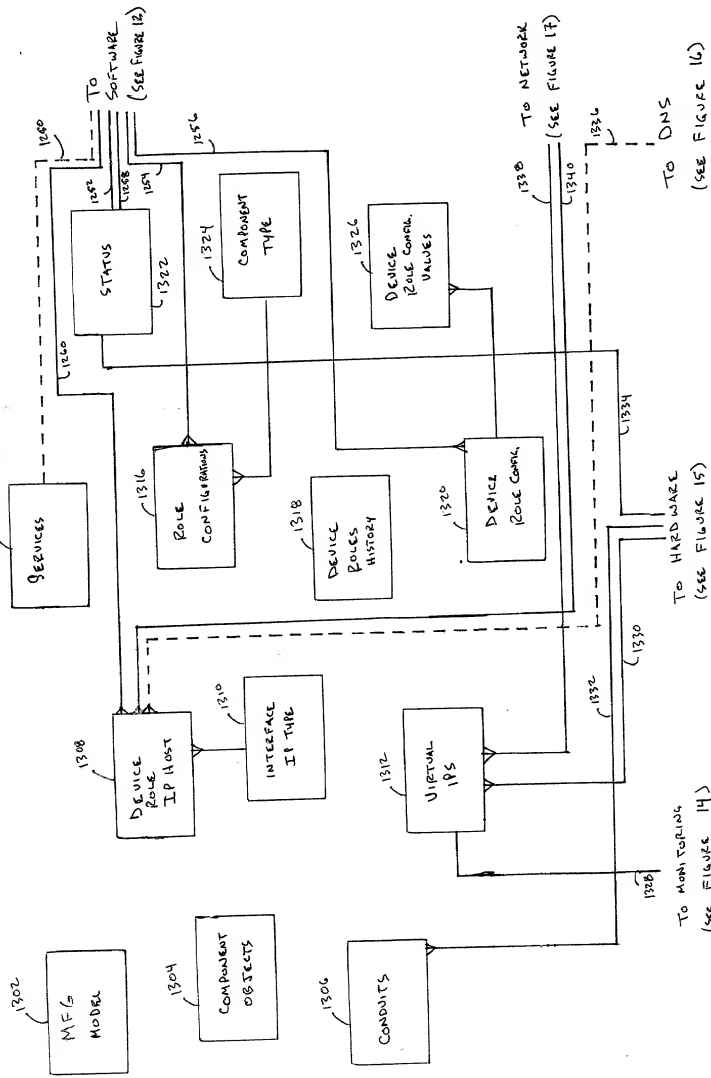


Figure 13



Figure 14

HARDWARE 1108
10210-6459260

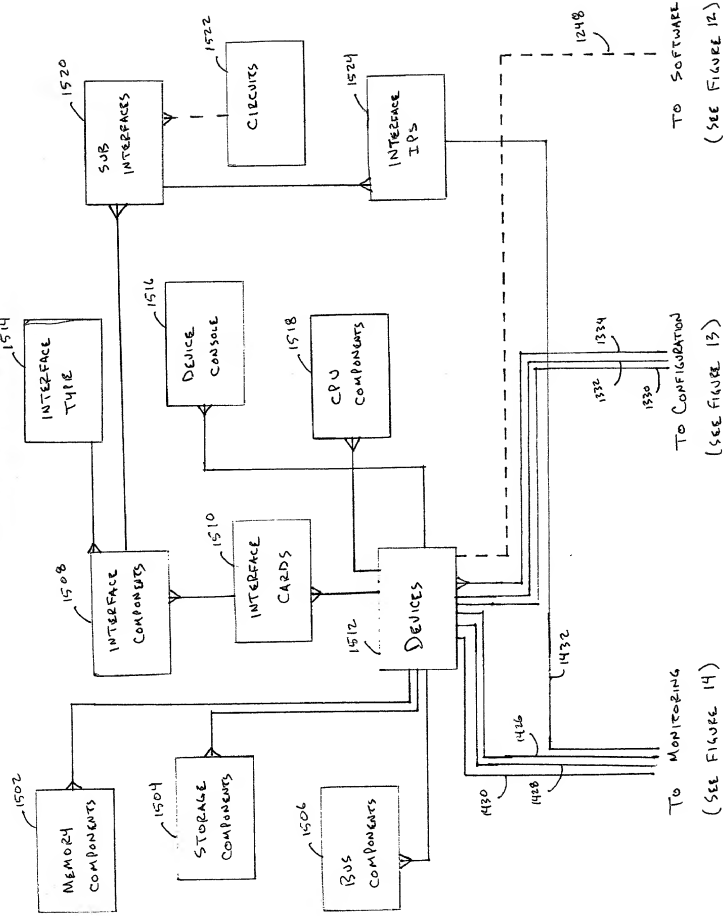


FIGURE 15

1110
00210 64999760

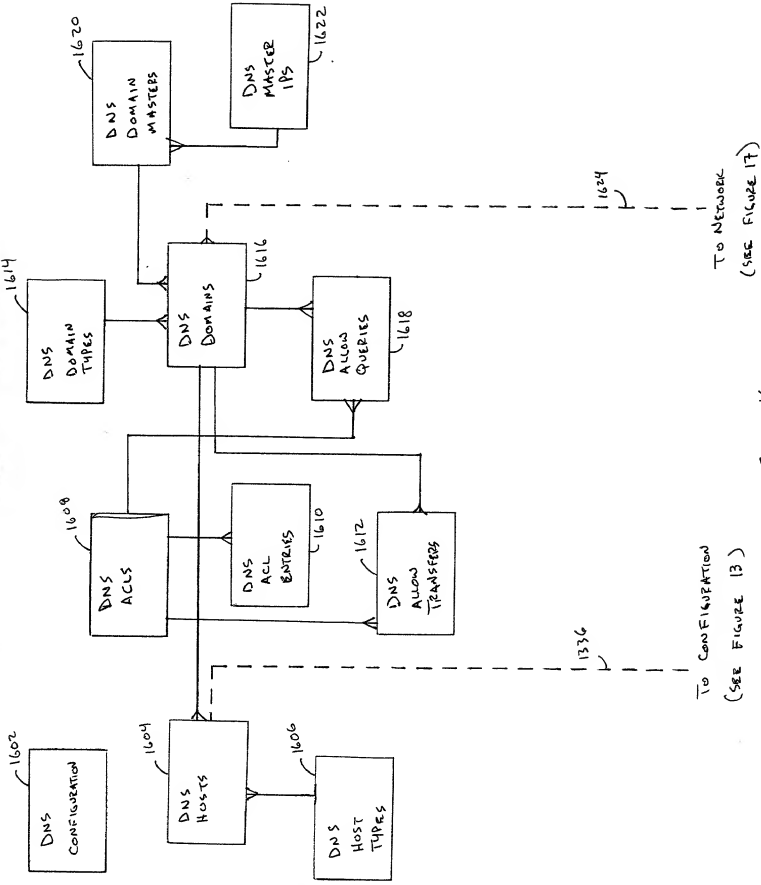


FIGURE 16

112210 6499760

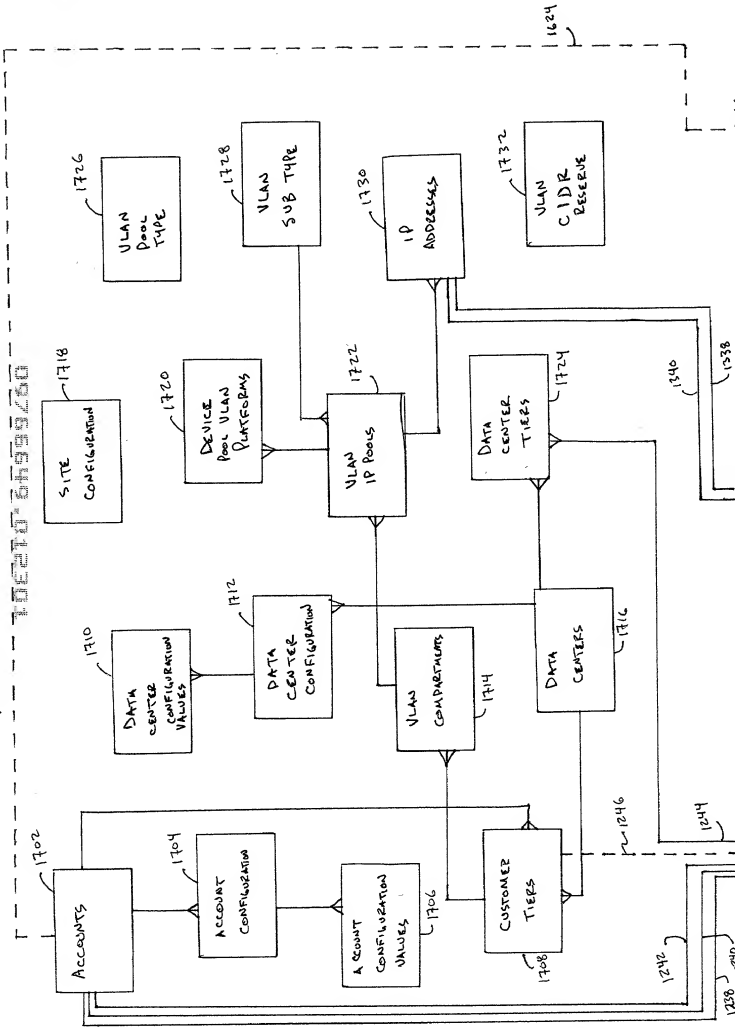


FIGURE 17 (SEE FIGURE 13)

(SEE FIGURE 16)

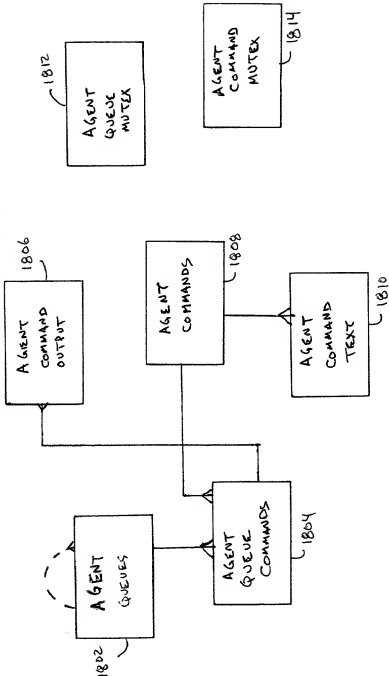


FIGURE 18